Intentional Design: Embedding Records Management into Technology

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Access Sciences

Sound Familiar?

It takes forever to find what I need.

Where do I store this record?

Why can't we have a Google-like search?

Records Management requirements are not incorporated into both system design and user experience design
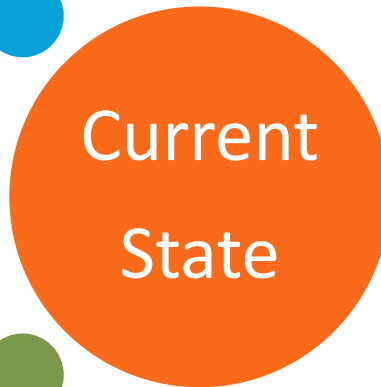
How Did We Get Here?

Let's Copy the Shared Drive

Let's Give It to Teams

Current State

Resource Constraints
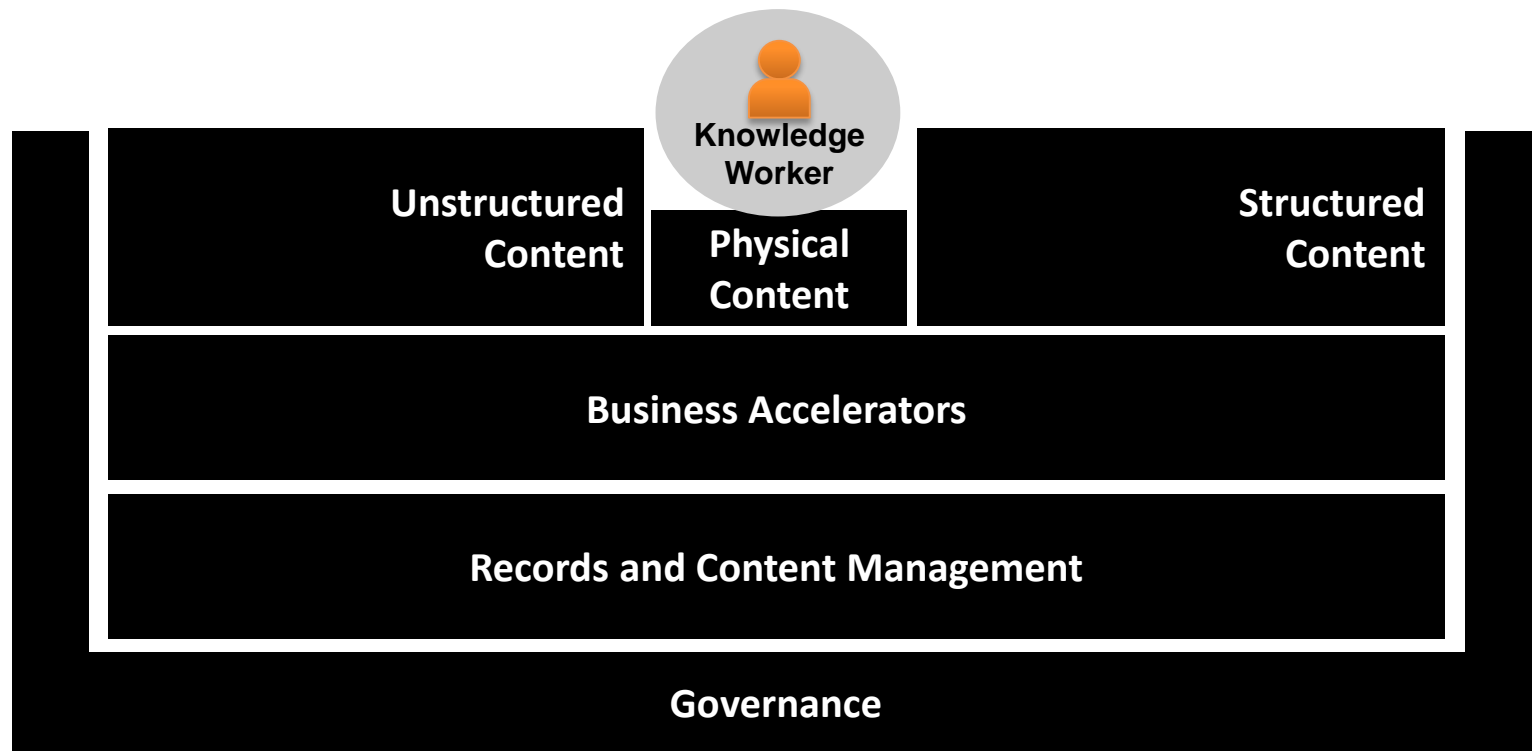
Outcomes from Today

- Identify symptoms associated with lack of integrating records management requirements into technology design

- Describe how records management requirements can be embedded into technology design

- Define techniques for making good design "stick"
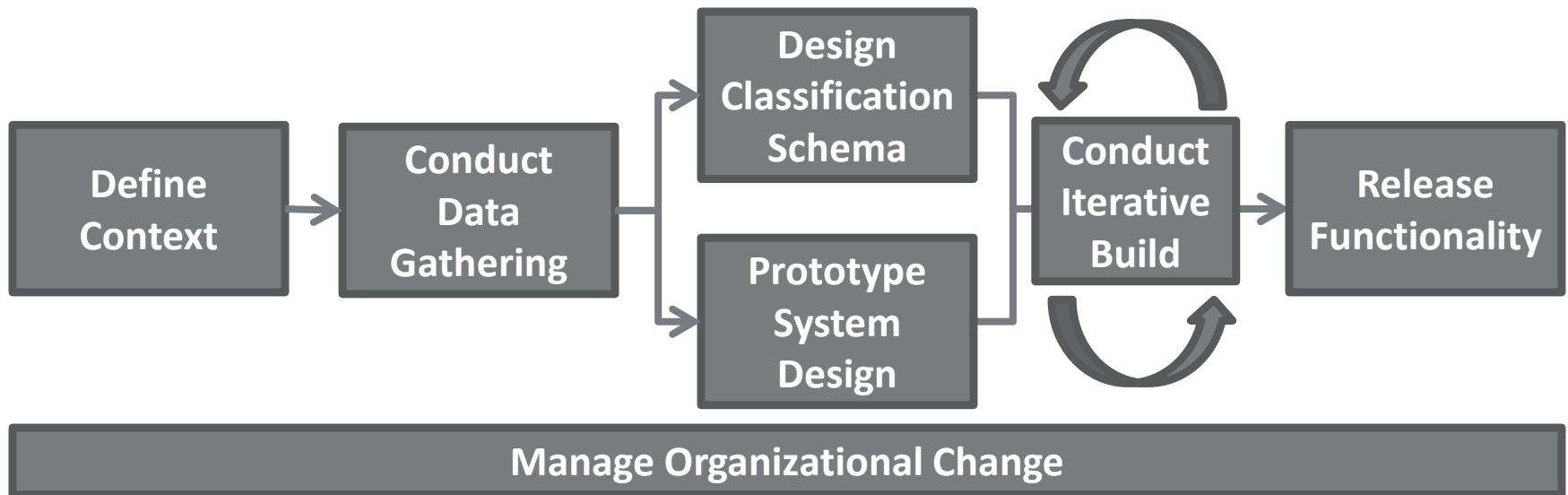
Intentional Design: Overview

Methodology for integrating content lifecycle management requirements, user experience requirements, and technology requirements into a coherent system that delivers business value

Intentional Design: Overview
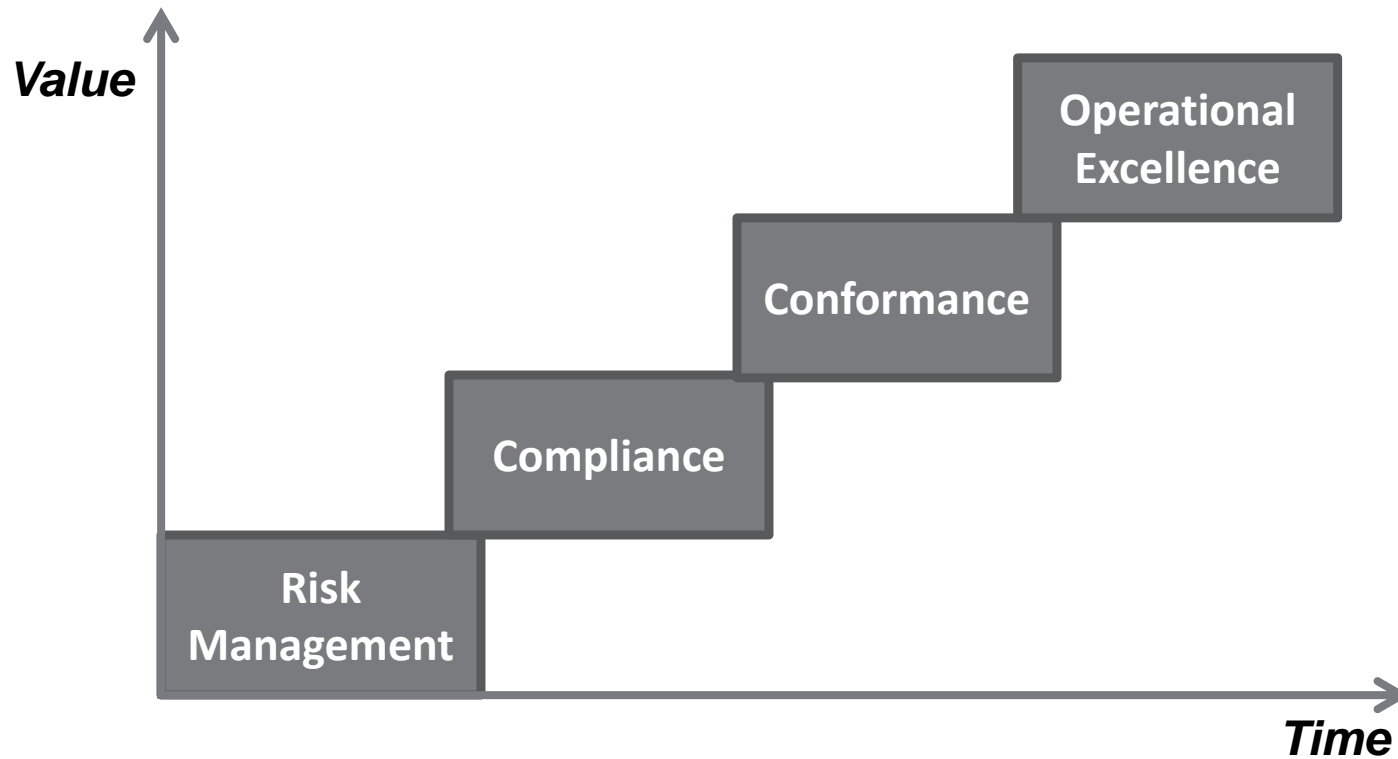
The Knowledge Worker Ecosystem

Knowledge Worker

Unstructured Content

Physical Content

Structured Content

Business Accelerators

Records and Content Management

Governance

Intentional Design: Process

Intentional Design: Process

Define the Context

A step-chart showing Value (vertical axis) versus Time (horizontal axis) with ascending steps: Risk Management, Compliance, Conformance, Operational Excellence.
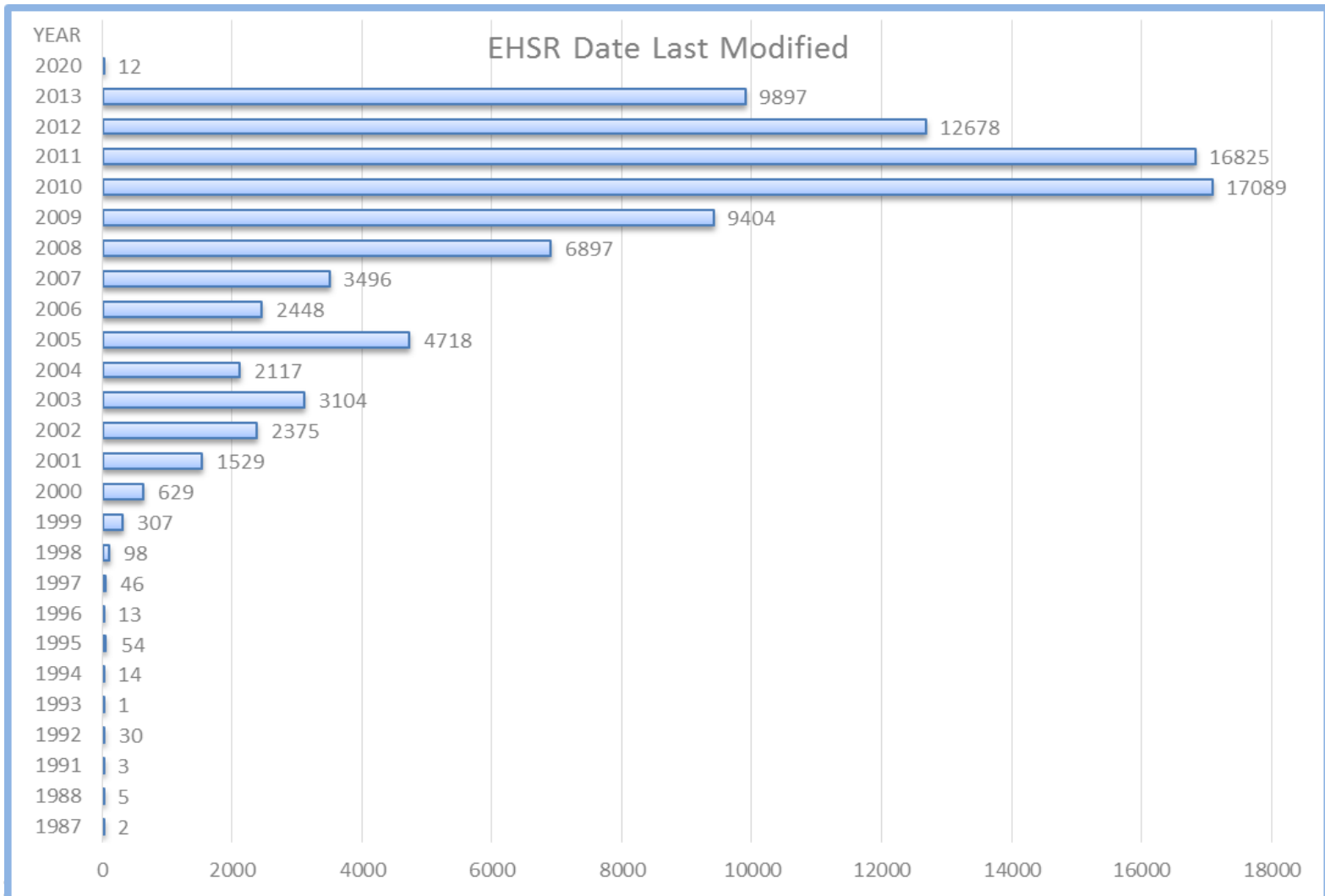
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Intentional Design: Process

Conduct Data Gathering

- Mobilize team with both functional and technical skillsets

- Examine file shares and existing repositories first to gain insight on current practices

- Utilize select subject matter experts (SMEs) to provide feedback on specific workgroups or departments

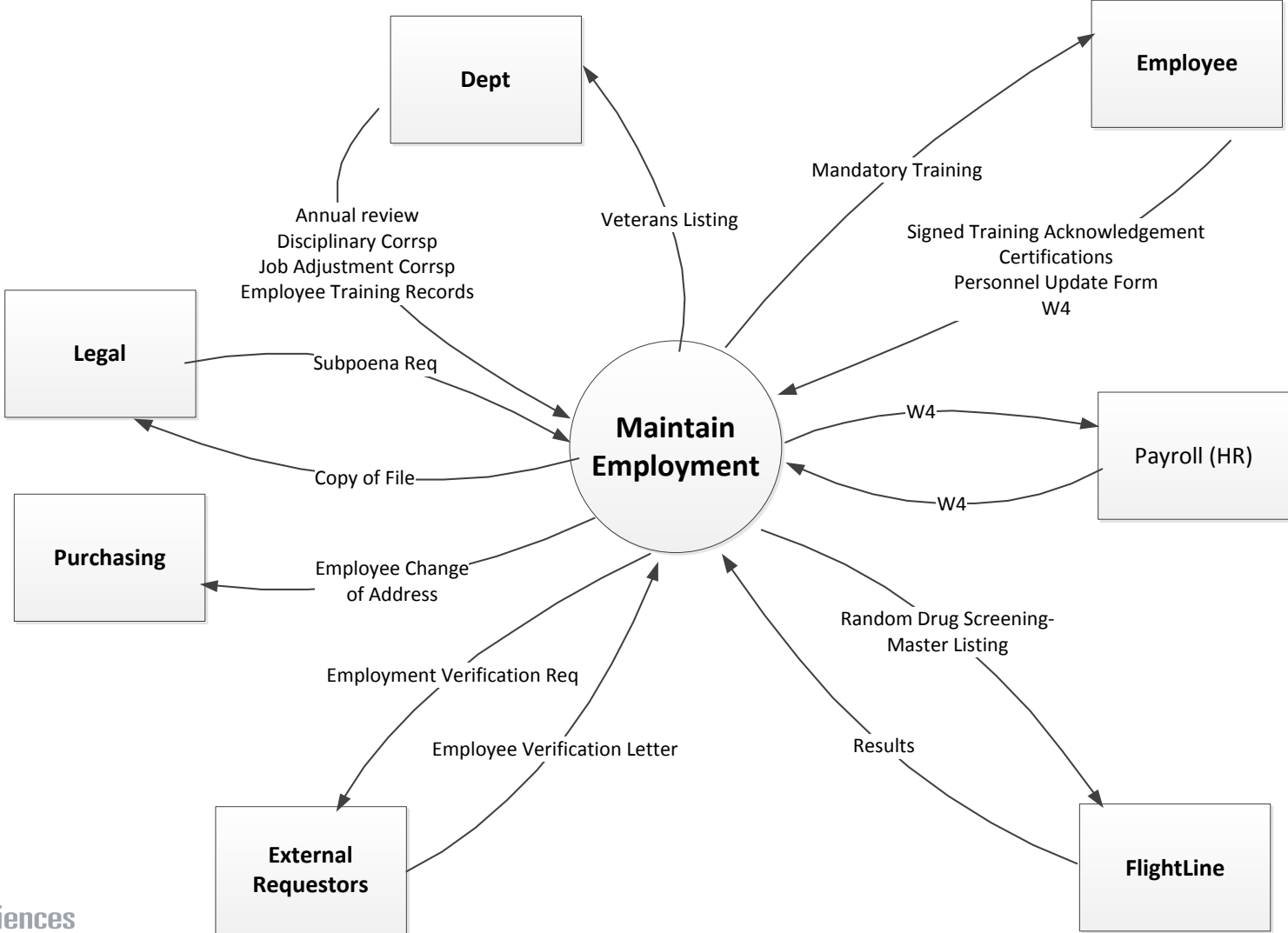- Design data gathering approach based on program context

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Intentional Design: Process

Conduct Data Gathering

EHSR Date Last Modified

YEAR	Value
2020	12
2013	9897
2012	12678
2011	16825
2010	17089
2009	9404
2008	6897
2007	3496
2006	2448
2005	4718
2004	2117
2003	3104
2002	2375
2001	1529
2000	629
1999	307
1998	98
1997	46
1996	13
1995	54
1994	14
1993	1
1992	30
1991	3
1988	5
1987	2

Intentional Design: Process

Conduct Data Gathering

Dept

Employee

Mandatory Training

Veterans Listing

Annual review
Disciplinary Corrsp
Job Adjustment Corrsp
Employee Training Records

Signed Training Acknowledgement
Certifications
Personnel Update Form
W4

Legal

Subpoena Req

Maintain Employment

W4

Payroll (HR)

Copy of File

W4

Purchasing

Employee Change
of Address

Random Drug Screening-
Master Listing

Employment Verification Req

Employee Verification Letter

Results

External Requestors

FlightLine

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11

Intentional Design: Process

Design Classification Schema

- Agree to development of faceted classification to achieve rich user experience

- Utilize existing standards to jumpstart development of tags and values

- Determine pervasiveness of the schema
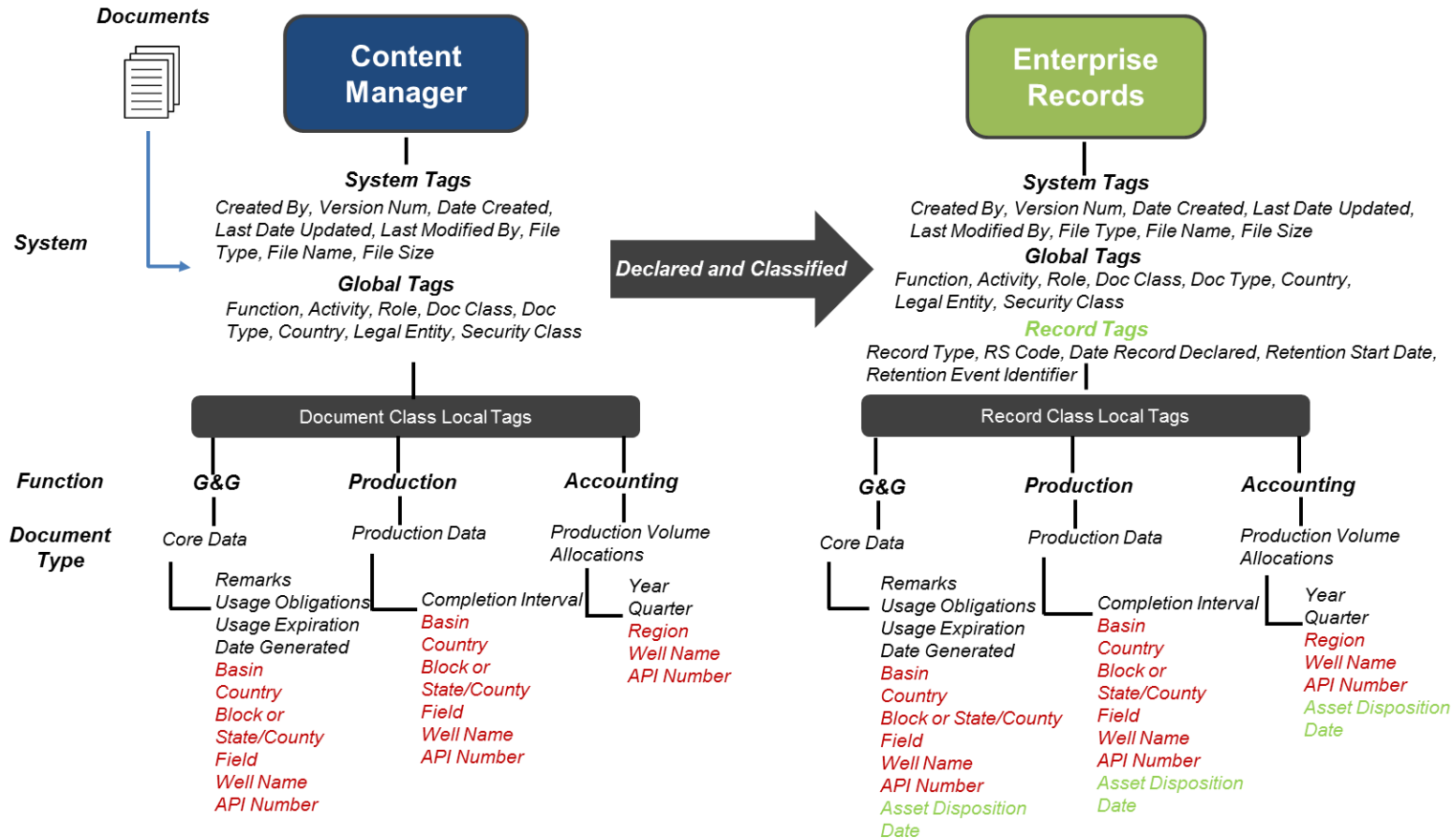
- Engage SMEs in validating the schema

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Intentional Design: Process

Design Classification Schema

Global Tags		Local Tags
Function		Well
Activity		Log Type
Document Class		Log Date
Document Type		
Retention Schedule Code		
Business Unit		
Country		

Intentional Design: Process

Design Classification Schema

Intentional Design: Process

Prototype System Design

- Process will be different based on the specific system selected

- Principles to follow include:

  ◦ Focus on out of the box functionality

  ◦ Evaluate opportunities for "openness"

  ◦ Accommodate both "finders" and "searchers"

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Intentional Design: Process

Conduct Iterative Build

- Focus on well timed, measured releases rather than "big bang"
  - Prevents risk of requirements being excluded due to time pressures
  - Allows for refinement of requirements at a more granular level
- Utilize Agile rituals to manage work
  - Stories
  - Weekly sprints
 - Sprint planning
  - Scrum sessions
  - Retrospectives

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Intentional Design: Process

Conduct Iterative Build

As an HR Generalist, I need to designate the retention period for an employee file to be determined from their date of termination so that we are compliant with State and Federal laws.

Intentional Design: Process

Conduct Iterative Build

Story Backlog

Sprint 1

Sprint 2

Sprint "x"

Delivered
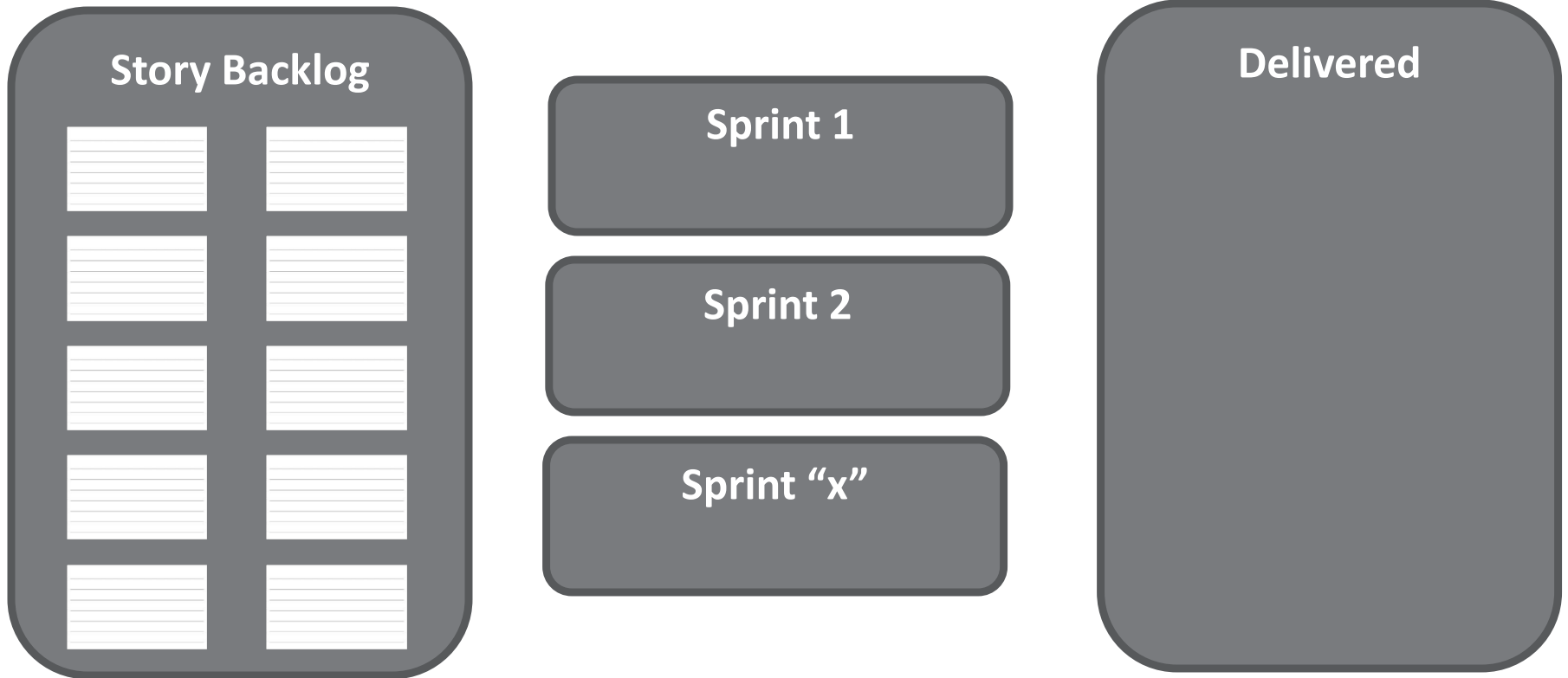
Intentional Design: Process

Release Functionality

- Characteristics of early release candidates
  - Known complexity
  - Moderate size user group
  - Change resilient
  - Ability to influence
- Aggressively plan for the overlap of build, release, and support activities
- Develop health checks to gauge risks and measure user adoption

Intentional Design: Process

Manage Organizational Change

Strategic

Leading Change

Architecting Organizations

Aligning Culture

Accelerating Performance

Engaging the Workforce

Tactical

Senior Leadership

Individual Contributor

Intentional Design: Process

Manage Organizational Change

	In Scope?	Anticipated Need

Leading Change ☐ Low — Medium — High

Architecting Organizations ☐ Low — Medium — High

Aligning Culture ☐ Low — Medium — High

Accelerating Performance ☐ Low — Medium — High

Engaging the Workforce ☐ Low — Medium — High

Scope Description

Intentional Design: Process

Manage Organizational Change

- Organizational communications should raise awareness both at an enterprise level and department level

- Stakeholders must be actively managed to ensure proper levels of support

- Training should be viewed as a process, not an event

Does It Work?

Case Study

Global Energy Client

- **Context**
  - 4,500 employees and 1,500 contracts in one major business unit
  - ~600 SharePoint sites supported by ~300 FTEs
  - Significant issues with gaining / losing access to critical information

- **Outcomes**
  - ~75 SharePoint sites supported by ~30 FTEs
  - Common templates and design across the business unit
  - Taxonomy governs site structure and document classification
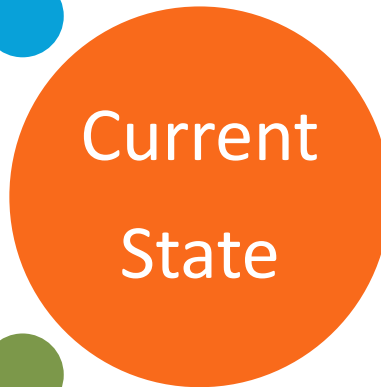 - Faceted search enables refiners to achieve end user "retail" experience

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A Note on Migration

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Thank You!

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